

Iowa Board of Regents

Sourcing and Procurement Business Case

August 2014

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What is a business case?

A business case in an integral part of the process for evaluating potential projects within a defined set of options. The business case should answer the questions of what is the opportunity, how much value will it create, and what will it take to implement.

Purpose

 To complete an analysis of a proposed opportunity to facilitate the decision of whether the projects should be undertaken and move into implementation

Key Objectives

- Determine the potential value of opportunities and define the costs and expected benefits of the projects
- Define the return on investment and payback period associated with an opportunity
- Identify what changes will lead to expected outcomes and provide an overview of the value drivers tied to benefits
- Facilitate decision making on a proposed opportunity
- Tie actual outcomes/benefits to the expected benefits in the business case and track progress during implementation

A business case is:	A business case is not:
 An analysis of expected costs and benefits (both one-time and ongoing) for an opportunity 	 A workplan
 A method of analyzing various economic and operational variables to predict the impact 	 A budgeting tool or 100% accurate
 A method of logically structuring an analysis for a specific course of action or decision 	 An exhaustive list of considerations and risks

What happens after the business case?

After the Business Case is complete a decision is made by the Board whether to proceed with the opportunity. The activities that typically occur next are outlined below. Not all activities are required for all opportunities:



Common Implementation Tasks

- Engage working groups in support of identifying people, process, and technology changes
- Develop process models and process descriptions
- Establish and implement key performance indicators, metrics, and measures
- Design the functional organization design
- Develop job descriptions including detailed roles and responsibilities for changed positions
- Revise high-level roles and responsibilities for staff if changes are made relating to how work is performed
- Develop detailed implementation plan for each opportunity

- Prepare the university for organizational and/or operational change
- Develop and deliver training
- Manage transition according to phased implementation plan
- Communicate change to all affected constituencies
- Roll-out new capabilities over a phased timeline
- Perform system and/or process cutover
- Execute continuous improvement plan

Elements of the business case

A summary of the business case fields are provided below.



Field Name	Content Description
Current State Challenges	Describes the obstacles and impediments confronting the area being analyzed
Future State Solution	Describes the primary elements or changes to process, or technology or organization that are reflected in the business case
Qualitative Benefits	Identifies the non-quantifiable benefits which generally include areas such as service quality improvement, customer satisfaction, increased compliance, etc.
Cost and Savings Summary	Provides an estimate for the savings and costs associated with a specific opportunity. Areas of costs and savings generally include: technology hardware, software, licenses, vendor/professional services, training, other areas of expense and personnel
Time to Implement	Indicates if the opportunity is expected to be short (0-6 months), medium (6 – 18 months), or long (18 months or longer) term
Performance Measures	Identifies the measures which will be collected, monitored, and evaluated to determine if outcomes and results are achieved

Elements of the business case (Continued)

A summary of the business case fields are provided below.

Field Name	Content Description
Timeline	Indicates the summary level tasks which will occur by quarter
Activity Details	Provides a brief description of the primary activities taking place on the timeline
Within Business Case	Identifies the elements that are in scope for the business case along with a summary of what was analyzed
Outside of Business Case	Identifies the elements that were not in scope or reviewed as part of the business case
Risks / Issues	Identifies the areas that could jeopardize the success of the opportunity or degrade savings/revenue estimates
Assumptions	Identifies the key assumptions that affect the range of savings/revenue forecasted in the business case
Dependencies	Identifies the areas that must be addressed prior to fully implementing the business case and achieving the desired outcomes
Next Steps	Identifies the key actions which should be undertaken after the opportunity moves into implementation

Savings Validation Approach

Four key activities were performed during Phase 2 for S&P with an emphasis on validating savings opportunities. These include:

- Conducted meetings that included Procurement departments and end users.
 More than 70 individuals consulted
- Shared Deloitte methodology for estimating annual expenses and savings.
 Emphasis placed on process transparency
- Shared results of estimation process with Procurement departments
- Modified estimates based on feedback from Procurement departments and end users

Business Case Overview: SP-01

Business Case ID	Description
	Use the strategic sourcing process to negotiate more favorable contracts for targeted spend categories
SP-01 ¹	Strengthen the procurement functions at each university by aligning staff to standard expense categories and building analytical capability and technology infrastructure where applicable
	Build analytical and cross-university coordination capability for identifying and driving system-wide procurement opportunities

Current State Challenges:

- Savings levels below benchmarks -- Current savings across all universities relative to benchmarks² (total savings as a percentage of addressable spend) suggest opportunity for additional savings.
- Procurement organization structure not optimal -- Survey results from all universities suggest opportunity for more focused organization around spend categories³ (e.g. IT, Facilities Services, etc.). An organization structure focused on key spend categories promotes greater savings identification, realization and sustainment. Having a common set of categories identified across universities will facilitate more effective cross-university sourcing
- Limited centralized cross-university coordination support -- Limited centralized analytical or cross-university coordination function currently in place to: 1) regularly analyze spend 2) drive sourcing initiatives 3) validate savings 4) monitor sourcing and procurement performance metrics

¹Encompases SP02 and SP03

²Benchmarks include (Procurement Operating Budget as a percentage of total spend and Procurement Operating Budget per Procurement FTE)

^{7 &}lt;sup>3</sup>A spend category is the same as an expense category (i.e. IT expense, Telecom expense, Maintenance supplies expense, etc.)

Business Case Overview: SP-01

Future State Solution

Strategic Sourcing

- Strategically source targeted categories to drive \$16-\$40 million in savings over the next
 18-24 months across three sourcing waves
- Sourcing conducted across three waves beginning in August 2014. Each wave last approximately six months with a 4-6 week break between waves. The preliminary wave I categories include: Office Supplies; Furniture; Food; Maintenance Material (MRO); Small Package (e.g. FedEx, UPS, etc.); Temp Labor. Lab Supplies may replace one of the preliminary six categories

Organization

- Implement a common expense taxonomy (categorization) across all universities in order to promote more effective identification, realization and sustainment of cross-university sourcing opportunities
- Evaluate the option of adding analytical and coordination resources at the university level and Board Office to support ongoing cross-university sourcing efforts and sustain savings



Expected Qualitative Benefits

- Strategic sourcing knowledge transfer to existing Procurement personnel.
 Knowledge transferred includes: tools, templates, analytical approaches and sourcing strategies
- More effective analysis of cross-university savings opportunities by standardizing expense categorization across universities
- Enhanced capability at the Board Office for ongoing coordination of strategic sourcing efforts
- Enhanced analytical capability at each university to support sourcing efforts

Proposed Performance Measures

- Savings: realized hard-dollar savings
- Payback: number of months to recover investments
- Small Biz Targets (e.g. Woman-owned, Minority-owned, Iowa-based, Veteranowned, etc.)
- Supplier Service Level Agreements (e.g. on-time delivery, order fill rates, etc.)

Time to Implement

Short: 0-6 Months

■ Medium: 6-18 Months

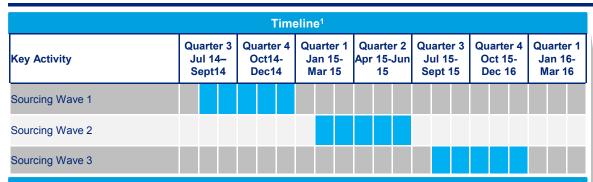
Long: 18 Months or Longer

Chart Madiu

Long

^{8 1}Savings in "Cost Summary Savings" assume run-rate compliance of 80% achieved after 4-8 months and remains at that level 2Includes incremental costs ~\$240K for coordination and analytical resources at the Board level

Business Case Summary: SP-01



Opportunity Scope

Within Business Case

- Includes all three universities: University of lowa, University of Northern Iowa, Iowa State University
- All non-personnel expenditures with external suppliers from all schools and administrative departments. This includes expenditures that use general funds and grant funds

Assumptions

- Execution of Wave I categories will require resources beyond the current resources in the Procurement
- Estimated savings (in "Cost-Savings Summary") assume the average of the high and low savings ranges
- Savings in "Cost –Savings Summary" assume run-rate compliance of 80% achieved after six months and remains at that level
- Sourcing waves occur in 20 week intervals, and waves are implemented within 6 weeks of each other
- Special programs (e.g. Small Biz; Environmental/Green, etc.) will be preserved

Outside of Business Case

- Expenditures captured as Non-Addressable, e.g.:
- Taxes
- Sponsored Research
- Investments
- University of Iowa Hospital²

Dependencies including Technology

- Alignment on Wave I categories
- Availability of execution resources

Activity Details

- Each sourcing wave comprises the following activities
 - Define sourcing team and align on categories to source. Finalize unit-level category data and align on baseline
 - Refine category sourcing strategies
 - Develop and distribute RFPs
 - Evaluate RFPs and negotiate final terms with suppliers
 - Develop supplier transition plans
 - Implement new suppliers

Potential Issues/Risks

- Categories like Lab Supplies and Office Supplies may require the universities to negotiate with suppliers independent of consortia or other entities
- Responsiveness of suppliers in getting unitlevel data to establish spend baselines and develop accurate bid sheets
- Focused implementation of new suppliers (and any accompanying process changes) will need to be aggressively managed
- UNI staffing to support sourcing waves

Next Steps

- Align with Procurement, stakeholders and leadership team on Wave I categories
- Define teams for Wave I categories
- Request unit level data from suppliers in order to establish accurate baselines for savings calculations and bid sheet development

^{9 &}lt;sup>1</sup>Wave I assumed to begin in August 2014. Actual start time still to be determined.

² Specifics of what will be out of scope still being finalized (e.g. hospital supplies related to patient care)

Category Sourcing UNI:

Describe Option Here: Savings from category sourcing

	All figures in \$K US	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Total	
	Implementation Costs												Assumptions
	Vendor Costs	-	-	-	-	-	-	-	-	-	-	-	
	FTE Costs (Severance)	-	-	-	-	-	-	-	-	-	-	-	
	FTE Costs (Increase in Force)	92	92	92	92	92	92	92	92	92	92	918	Annual FTE cost for analytical resource (average salary of purchasing agents at university) and Board resources
	Technology Costs	-	-	-	-	-	-	-	-	-	-	-	
	Training Costs	-	-	-	-	-	-	-	-	-	-	-	
	Space Costs	-	-	-	-	-	-	-	-	-	-	-	
	Other Costs	405	163	-	-	-	-	-	-	-	-	568	Consulting fees for all three waves to be paid in proportion to the savings
	Total	497	255	92	92	92	92	92	92	92	92	1,486	
	Costs Reduction / Savings												
Model Description	FTE Savings	-	-	-	-	-	-	-	-	-	-	-	
•	Vendor Savings	585	1,620	2,040	2,040	2,040	2,040	2,040	2,040	2,040	2,040	18,527	Savings from category sourcing
	Technology Savings	-	-	-	-	-	-	-	-	-	-	-	
	Capital Project Savings	-	-	-	-	-	-	-	-	-	-	-	
	Space & Utilities Savings	-	-	-	-	-	-	-	-	-	-	-	
	Other Non-FTE Savings	-	-	-	-	-	-	-	-	-	-	-	
	New Revenue	-	-	-	-	-	-	-	-	-	-	-	
	Total	585	1,620	2,040	2,040	2,040	2,040	2,040	2,040	2,040	2,040	18,527	
	Impact												
	Annual benefit	88	1,365	1,949	1,949	1,949	1,949	1,949	1,949	1,949	1,949	17,041	
	Cumulative benefit	88	1,453	3,402	5,350	7,299	9,247	11,196	13,144	15,093	17,041		
10	Payback Period (in months) ¹	8											
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Category Sourcing SUI:

Describe Option Here: Savings from category sourcing

	All figures in \$K US	Voar 1	Voar 2	Voar 3	Voar 4	Voar 5	Voar 6	Voar 7	Voar 8	Voar 9	Voor 10	Total	
	Implementation Costs	Teal I	Teal 2	Tear 5	Teal 4	Teal 5	Tear o	rear r	Teal 0	Teal 3	Teal To	Total	Assumptions
	Vendor Costs	-	-	-	-	-	-	-	-	-	-	-	
	FTE Costs (Severance)	-	-	-	-	-	-	-	-	-	-	-	
	FTE Costs (Increase in Force)	243	243	243	243	243	243	243	243	243	243	2,425	Annual FTE cost for analytical resource (average salary of purchasing agents at university) and Board resources
	Technology Costs	-	-	-	-	-	-	-	-	-	-	-	
	Training Costs	-	-	-	-	-	-	-	-	-	-	-	
	Space Costs	-	-	-	-	-	-	-	-	-	-	-	
	Other Costs	2,230	1,475	-	-	-	-	-	-	-	-	3,704	Consulting fees for all three waves to be paid in proportion to the savings
	Total	2,472	1,717	243	243	243	243	243	243	243	243	6,129	
	Costs Reduction / Savings												
Model Description	FTE Savings	-	-	-	-	-	-	-	-	-	-	-	
	Vendor Savings	2,501	11,325	15,120	15,120	15,120	15,120	15,120	15,120	15,120	15,120	134,786	Savings from category sourcing
	Technology Savings	-	-	-	-	-	-	-	-	-	-	-	
	Capital Project Savings	-	-	-	-	-	-	-	-	-	-	-	
	Space & Utilities Savings	-	-	-	-	-	-	-	-	-	-	-	
	Other Non-FTE Savings	-	-	-	-	-	-	-	-	-	-	-	
	New Revenue	-	-	-	-	-	-	-	-	-	-	-	
	Total	2,501	11,325	15,120	15,120	15,120	15,120	15,120	15,120	15,120	15,120	134,786	
	Impact												
	Annual benefit	29	9,608	14,877	14,877	14,877	14,877	14,877	14,877	14,877	14,877	128,656	
	Cumulative benefit	29	9,637	24,514	39,392	54,269	69,147	84,024	98,901	113,779	128,656		
11	Payback Period (in months) ¹	6											

Category Sourcing ISU:

Describe Option Here: Savings from category sourcing

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	All figures in \$K US Implementation Costs	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Total	Assumptions
	Vendor Costs	-	-	-	-	-	-	-	-	-	-	-	
	FTE Costs (Severance)	-	-	-	-	-	-	-	-	-	-	-	
	FTE Costs (Increase in Force)	138	138	138	138	138	138	138	138	138	138	1,385	Annual FTE cost for analytical resource (average salary of purchasing agents at university) and Board resources
	Technology Costs	-	-	-	-	-	-	-	-	-	-	-	
	Training Costs	-	-	-	-	-	-	-	-	-	-	-	
	Space Costs	-	-	-	-	-	-	-	-	-	-	-	
	Other Costs	1,366	362	-	-	-	-	-	-	-	-	1,728	Consulting fees for all three waves to be paid in proportion to the savings
	Total	1,504	501	138	138	138	138	138	138	138	138	3,113	
	Costs Reduction / Savings												
Model Description	FTE Savings	-	-	-	-	-	-	-	-	-	-	-	
•	Vendor Savings	1,620	4,592	5,512	5,512	5,512	5,512	5,512	5,512	5,512	5,512	50,312	Savings from category sourcing
	Technology Savings	-	-	-	-	-	-	-	-	-	-	-	
	Capital Project Savings	-	-	-	-	-	-	-	-	-	-	-	
	Space & Utilities Savings	-	-	-	-	-	-	-	-	-	-	-	
	Other Non-FTE Savings	-	-	-	-	-	-	-	-	-	-	-	
	New Revenue	-	-	-	-	-	-	-	-	-	-	-	
	Total	1,620	4,592	5,512	5,512	5,512	5,512	5,512	5,512	5,512	5,512	50,312	
	Impact												
	Annual benefit	116	4,091	5,374	5,374	5,374	5,374	5,374	5,374	5,374	5,374	47,199	
	Cumulative benefit	116	4,207	9,581	14,955	20,329	25,703	31,077	36,451	41,825	47,199		
12	Payback Period (in months) ¹	8											